



## **POSITION DESCRIPTION**

<b>POSITION TITLE:</b>	UNIT ASSISTANT
<b>DEPARTMENT:</b>	CLINICAL PROGRAMS
<b>CLASSIFICATION:</b>	UNIT ASSISTANT
<b>UNION:</b>	MGEU – COMMUNITY SUPPORT

---

## **REPORTING RELATIONSHIPS**

<b>POSITION REPORTS TO:</b>	CLINICAL TEAM MANAGER
<b>POSITIONS SUPERVISED:</b>	NOT APPLICABLE

---

As a member of the health care team, the Unit Assistant performs duties related to patient/ client care in accordance with established policies. The Unit Assistant must be able to function effectively in a dynamic and demanding environment.

The position of Unit Assistant functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake – Eastern Regional Health Authority.

\*The word “patient” used throughout the document refers to patients, clients, and/or residents.

---

## **ESSENTIAL FUNCTIONS AND DUTIES**

Function and duties include but are not limited to the following:

### **Advocates on behalf of the IERHA as a whole**

- Promotes the mission, vision and goals of the IERHA
- Maintains confidentiality in accordance with the Personal Health Information Act (PHIA), Freedom of Information and Privacy Protection Act (FIPPA), RHA policies and any other applicable legislation
- Adheres to all policies and procedures
- Reports for work as scheduled in a prompt manner

### **Acts as a receptionist to assigned area**

- Schedules patients to receive planned services.

- Receives and relays telephone, P.A. (public announcement) and other messages for physicians, ward personnel and patients as necessary
- Receives and directs all patients/visitors in a kind and courteous manner
- Collects and distributes mail for assigned area

**Ensures patient charts are maintained/filed in a timely and accurate manner**

- Transcribes physician orders, completes requisition for lab, etc., and ensures charts are complete
- Assembles charts on arrival of the patient and maintains adequate supply of pre-assembled charts
- Assembles, checks and returns charts to Health Records upon discharge or death of patient
- Processes identification signs for above patient beds and ensures accuracy daily

**Provides administrative support, general correspondence and filing**

- Accuracy, efficiency, timeliness, and diligence are displayed in the accomplishment of all assigned duties with a minimum of direct supervision
- Ability to prioritize duties and responsibilities
- Maintain a neat and orderly work environment
- Maintains records and/or statistical reports as required
- Supports admission, transfer and discharge under the direction of manager
- Maintains an adequate filing system under the direction of the manager
- Maintains W.H.M.I.S. Manual under the direction of the manager
- Orders and stocks supplies for the unit, and obtains quotes as assigned by the manager
- Maintains revisions to policies and procedures and ensures they are placed in the appropriate manuals
- Maintains unit ledgers/records and compiles statistical monthly reports
- Arranges follow-up appointments with physicians following patient discharge when required
- Faxes telephone consult forms to appropriate agencies (i.e.: echograms, CT scans, angiograms, etc.) and notifies patient of dates as required
- Maintains and updates patient diet orders
- Ensures appropriate ward kitchen inventory

**Ensures effective communication within the department and the organization**

- Communicates and consults with the manager
- Attends staff meetings
- Notifies staff of departmental meetings and maintains records of same
- Maintains communication book and memo board
- Effective communication skills and interpersonal relationships are demonstrated on an ongoing basis

**Maintains a clean, sanitary and organized work environment including equipment**

- Ensures the equipment is in good working order and reports faulty devices to the charge nurse, Clinical Resource Nurse, or Clinical Team Manager
- Adheres to the cleaning schedule which includes cleaning of common ward equipment which includes but is not limited to stretchers, patient lifts, blood pressure machines

**Maintains a clean, sanitary and organized environment for patients/ residents/ clients**

- Serves meals / hands out meal trays following meal service where applicable

- Provides a neat and clean environment for all patients/residents maintain to code of cleanliness and sanitation as outlined in the infection Control Procedures
- Makes beds
- General cleaning and tidying of the patient/ resident care areas

**Ensures personal care, comfort and dignity of patient/resident**

- Provides basic personal care to patients/clients in a prompt efficient manner while treating each patient/resident with respect
- Uses techniques that enable the patient/resident to utilize their maximum ability while making personal choices
- Ensures personal comfort and care of patient/residents during completion of activities of daily living
- Meets basic human needs related to elimination, hygiene, mobility, nutrition, recreation, rest, safety, social and spiritual needs
- Washes hair, skin, nail, oral, ear and perineal, back massage and care to pressure areas, as well as, colostomy and ileostomy care
- Assists with hearing aids, glasses and prosthesis
- Assists with bowel and bladder care routines, preserving each patient/resident abilities and dignity
- Assist with dressing and undressing, promoting the patient/resident individuality, dignity and freedom of choice
- Assists each patient/resident meets the dietary requirements by feeding, utilizing special devices, monitoring and encouraging food and fluid intake and assessing feeding and swallowing disorders related to a medical diagnosis
- Guides patient/resident to participate in activities which are meaningful, purposeful and therapeutic within their abilities and desires
- Maintains a clean, sanitary and organized environment for patients/ residents/ clients activity

**Promotes safety and health in the workplace**

- Positions, turns and transfers patients/ residents using proper body mechanics that provide for safety of both patients/ elders and self
- Operates mechanical equipment according to established safety standards
- Follows established safe work practices
- Uses appropriate safety devices
- Ensures that equipment is in good working order and reports faulty mechanisms to the nurse in charge
- Knowledgeable in facility fire, safety and disaster plans as well as policies and procedures related to security and patient/resident care
- Reports incidents that result in injury to patients/residents, staff, visitors or self and reports unsafe acts and workplace hazards
- Assists in determining the cause of accidents and supportive to corrective action
- Initial clean-up of bodily fluids
- Cooperates with the Workplace Safety and Health Committee and others on safety and health issues
- Utilized interventions to minimize the need for restraints
- When ordered maintains and monitors restraints application

**Maintains adequate inventory of personal care items on the ward and patient rooms**

- Restocks hygiene supplies as per schedule
- Replenishes supplies in patient/ resident care areas
- Adheres to the cleaning schedule which includes assistive mobility aids, tub room, utility rooms patient/resident personal care items
- Distributes personal laundry where applicable

**Prepares instruments for sterilization**

- Gathers, washes and redistributes sterile supplies such as bedpans and urinals

**Assists with mobility and rehabilitative support**

- Assists with mobilization and provision of rehabilitative support for patients/residents based on their individualized care plan
- Uses rehabilitative devices including transfer belts, walkers, wheel chairs and whirlpool tubs according to operating instructions
- Assists patients/residents to maintain independence
- Provides range of motion exercises while doing ADL's (where applicable)
- Weighs patients/residents and records accordingly
- Collects specimens as directed
- Application of splints

**Ensures documentation**

- Keeps current by reading the communication book where applicable; ADL sheets, care plans, report book and staff meeting minutes

**Ensures client/patient/resident relationships**

- Demonstrates a kind and compassionate approach with genuine concern for the patients/residents
- Supportive of an environment that allows the freedom of choice, privacy and personal beliefs
- Responds to call bells promptly
- Respects patient/resident individuality and plans care around the patient/resident routine as much as possible
- Encourages patient/resident autonomy to preserve dignity and self-esteem
- Promotes quality of life
- Acts as a patient/resident advocate
- Encourages patients/residents to participate in programs and provides personal care at appropriate times to facilitate participation
- Takes opportunities while providing care to spend quality one-to-one time with patients/residents
- Recognizes the family/significant other as an integral patient/resident care
- Maintains care and security of patient/resident possessions
- Readily offers assistance to any of the patients/residents

**Ensures effective communication within the department and organization**

- Communicates with department staff, individually and as a group, to promote efficient functioning and high morale
- Communicates with other managers to achieve efficient function of all services
- Liaison with outside agencies as required

- Follows proper accurate shift report
- Documents in the patient/resident flow sheet
- Reports all pertinent information and observation in a timely manner
- Answers the phone professionally and relays messages appropriately
- Reports unusual incidents to the nurse in charge and completes occurrence reports as required
- Pursuant to the Regional Health Authority Act, Interlake- Eastern RHA is designated bilingual (English/ French). Accordingly, all employees accept the responsibility to support clients in their official language of choice.

**Demonstrates professionalism within the code of conduct**

- Demonstrates the ability to accept and adjust to change
- Assumes responsibility for own actions
- Maintains a professional appearance in conjunction with the IERHA Dress Code Policy
- Refrain from the use of perfumes or heavily scented beauty products
- Maintains an acceptable state of health in accordance with the Attendance Support & Assistance Program (ASAP)
- Exhibits confidence and initiative in the work environment

**Ability to recognize and pursue self-development opportunities**

- Maintains and updates professional skills, certification(s), leadership skills and knowledge through continuing education programs, literature reviews, publications and conferences
- Maintains knowledge of new developments in departmental areas through journal review, interest groups, lectures and committee work
- Participates in continuous quality improvements

**Assists with training new staff as required**

- Participates in orientation and mentoring of new staff as assigned

**Other**

- Performs other duties as assigned.

**QUALIFICATIONS:**

**EDUCATION/CERTIFICATION:**

- Ward Clerk Certification from a recognized educational institute required
- Health Care Aide Certificate from a recognized educational institute required
- Current certification in BCLS or obtain within three (3) months of commencing employment (excludes Personal Care Home)

**REQUIRED KNOWLEDGE:**

- Demonstrates knowledge in the use of equipment required for patient/resident care

**EXPERIENCE REQUIRED:**

- Demonstrated competency utilizing an electronic health record
- Proficiency with MS Office (Word Excel, etc.)

- Previous experience scheduling in Ambulatory Care Clinics (applicable to Pain Clinic only)
- Previous dialysis work experience required (applicable to Dialysis positions only)
- Demonstrated experience in Aria charting system (applicable to Cancer Care positions only)
- Previous Day Surgery work experience required (applicable to Day Surgery positions only)
- Demonstrated experience in SIMS charting system (applicable to Day Surgery positions only)
- Previous Operating Room work experience required (applicable to Operating Room positions only)
- Demonstrated experience in EDIS (Emergency Department Information System) (applicable to Selkirk Regional Health Centre Emergency Department only).

**SKILLS/COMPETENCIES:**

- Ability to understand and follow verbal and written communication
- Demonstrates interpersonal skills through clear communication and positive behavior within the Respectful Workplace Policy
- Ability to work with minimal supervision
- Ability to organize and prioritize tasks
- Ability to recognize and pursue self-development opportunities
- Ability to respect and promote confidentiality
- Ability to respect and promote a cultural diverse population
- Ability to work in a team environment
- Mental and physical ability to meet the demands of the position
- Given the cultural diversity of our region, the ability to communicate in more than one language would be considered an asset
- Proficiency of both official languages is essential for target and designated bilingual positions
- Completes and maintains a satisfactory pre-employment security checks
- Satisfactory employment record

---

**WORK CONDITIONS:**

- The incumbent functions autonomously on a day to day basis and managers assigned duties accordingly.
- May be required to travel throughout the region as duties may require.
- No hazardous or significantly unpleasant conditions.
- All health care workers are required to be immunized as a condition of employment in accordance with the Interlake-Eastern RHA Policy GA-13-P-110 Required Immunizations for Health Care Workers.
- Required to wear approved uniform, footwear, and protective equipment.
- Refrain from the use of perfumes or strongly fragrant health and beauty aids.
- Long periods of sitting at a desk.
- Work with minimal supervision and frequent interruptions.

---

**WORKPLACE SAFETY AND HEALTH**

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follow recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems described in Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

**PATIENT SAFETY**

- Participates and demonstrate an understanding of patient safety principles and practices into all day to day activities. Follow all safe work practices and procedures and immediately communicated any activity or action which may constitute a risk to patient safety.

Created: June 2017  
Date

Revised: July 2023  
Date

Approved by: \_\_\_\_\_  
Regional Manager/ Supervisor Date

Approved by: \_\_\_\_\_  
Regional Lead/ CEO Date

Reviewed by: \_\_\_\_\_  
Regional Lead, Human Resources Date

*Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed position descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*